Mobile device compatibility for Biobeat applications

The Biobeat mobile apps can be downloaded both in the Apple App-store and Google Play-store.

iOS apps support

Biobeat's application is compatible on all iPhones with iOS 13 and above. iPads are currently not supported. For a full list of supported iOS devices see the compatibility list in the next page.

iOS accessibility features support

The Biobeat iOS apps are currently not optimized to work with iOS' "Display zoom" accessibility feature.

For devices with the display zoom setting enabled , it is required to change this setting to "Standard" before going through the initial device pairing process in order to avoid having important UI elements unaccessible.

Android apps support

Biobeat's Android applications are supported by most mobile phones using android 7 (N) and above.

For the best user experience, ease of set-up and uninterrupted connectivity to the Biobeat cloud see the compatibility list on the next page.

Cloud and device connectivity for background apps

Biobeat's devices enable continuous remote patient monitoring. In order to do so, Biobeat's mobile apps run in the mobile's background.

When Biobeat's apps are running the mobile's background, both device and cloud connectivity are maintained assuming BLE and data connection are enabled. If the device or a cloud connection is interrupted for any reason (e.g. device out of BLE range or no data connection available) the app will automatically reconnect to the device and cloud while running in the background.

Background connectivity in iOS devices

Closing Biobeat's apps manually by swiping them from the "Recent apps" screen or restarting the phone will terminate the Background process used for maintaining device and cloud connection. In these cases, relaunching the app will be required in order to reconnect to the device and the cloud service.

We recommend users will launch the apps once a day to make sure the app is still running in the background.

Background connectivity in Android devices

On Android devices, Biobeat's apps will the keep running in the background unless manually forced closed by the user in the Android apps settings. A notification indicating the app is still running in the background can be viewed by expanding the Android notification shade.

We do not recommend using most Chinese mobile vendors (such as Huawei, Xiaomi, Vivo, Oppo, OnePlus) as the dedicated Biobeat-paired mobile devices as they require manual settings changes by the user in order to operate optimally and are known to cause technical issues in certain cases.

In cases when the use of mobile phones manufactured by the above-mentioned vendors is inevitable, we recommend checking and instructing users on how to manually change battery optimization, and auto app launch settings for Biobeat's apps. Changing these settings is done slightly differently for every mobile device.

Instructions for commonly used devices can be found at https://dontkillmyapp.com/

Recommended compatible devices

iOS mobile phones

- iPhone 6S
- iPhone 6S Plus
- iPhone SE
- iPhone 7
- iPhone 7 Plus
- iPhone 8
- iPhone 8 Plus

- iPhone X
- iPhone XR
- iPhone XS
- iPhone XS Max
- iPhone 11
- iPhone 11 Pro
- iPhone 11 Pro Max

- iPhone SE 2020
- iPhone 12
- iPhone 12 Mini
- iPhone 12 Pro
- iPhone 12 Pro Max

Android phones

- Samsung Galaxy S8
- Samsung Galaxy S8+
- Samsung Galaxy Note 8
- Samsung Galaxy S9
- Samsung Galaxy S9+
- Samsung Galaxy Note 9
- Samsung Galaxy S10
- Samsung Galaxy S10+
- Samsung Galaxy S10e
- Samsung Galaxy S10 Lite

- Samsung Galaxy A20
- Samsung Galaxy A20s
- Samsung Galaxy Note 10
- Samsung Galaxy Note 10+
- Samsung Galaxy Note 10 Lite
- Samsung Galaxy A31
- Samsung Galaxy S20
- Samsung Galaxy S20+
- Samsung Galaxy S20 Ultra
- Samsung Galaxy A21

- Samsung Galaxy A21s
- Samsung Galaxy A51 5G
- Samsung Galaxy A71 5G
- Samsung Galaxy Note 20
- Samsung Galaxy Note 20 Ultra
- Samsung Galaxy S20 FE
- Samsung Galaxy S21
- Samsung Galaxy S21+
- Samsung Galaxy S21 Ultra

- LG G5
- LG G6
- LG G7 ThinQ
- LG G8 ThinQ
- LG W30
- LG W30 Pro
- LG W31

- LG W31+
- LG W41
- LG W41+
- LG W41 Pro
- Google Pixel 2
- Google Pixel 2 XL
- Google Pixel 3

- Google Pixel 3 XL
- Google Pixel 4
- Google Pixel 4 XL
- Google Pixel 4a
- Google Pixel 4a (5G)
- Google Pixel 5

Android tablets

- Samsung Galaxy Tab A 8.0
- Samsung Galaxy Tab S4
- Samsung Galaxy Tab S5

- Samsung Galaxy Tab A 10.5
- Samsung Galaxy Tab S5e
- Samsung Galaxy Tab A 10.1

- Samsung Galaxy Tab S6 5G
- Samsung Galaxy Tab S7
- Samsung Galaxy Tab S7+